Thank you for choosing Friendly Grove Resort and Spa for Dogs!

We look forward to your pet’s visit and want to make their stay a pleasant and memorable experience.

Please take a moment and complete the Pet Owner Profile and Pet Profile for each pet staying at The Grove.

We are concerned not only about your dog’s safety and health but our other guests as well. We seek to maintain a safe and fun environment for all our guests, one key area in which we achieve this is by minimizing stress for all our guests.

Please take a moment and review the Friendly Grove Guidelines to familiarize yourself with our process. Feel free to contact us with any questions.

Thank you again for your interest and we look forward to serving you.

Friendly Grove Staff

Friendly Grove Resort & Spa LLC
2901 Friendly Grove RD NE
Olympia, WA 98506

Email: friendlygrove@hotmail.com

Website: http://www.friendlygrove.com

Telephone: (360) 352-1322

Fax: (360) 352-1254

Facebook Biz: www.facebook.com/FriendlyGroveResortforDogs

Facebook Staff: www.facebook.com/friendlygrove

Pinterest: http://www.pinterest.com/fgdogs

SmugMug Online Photo Gallery: www.friendlygrove.smugmug.com

Kiva: http://www.kiva.org/lender/FriendlyGroveDogs
**Check In Process**

**Hotel Guests**— Just like a human hotel we prefer our guests to check in between Noon and 3pm. Early Check-in is available. In order for us to provide the best care for your pet we need to efficiently and thoroughly review all items brought with your pet. It is preferred that your pet remain in the vehicle while we inventory all items brought into the hotel, if your pet is on medication we will need to complete a medication log and verify drugs. Discuss with you which package, services and activities would you like your pet to have. We realize that a lot of pet parents are in a rush to get to travel plans so please allow 15—20 minutes for this important process. After we have completed the Check-in process please bring your pet directly in the office on leash, staff will great your dog and wait for you to depart then escort him/her to their suite.

***Frequently pet parents are distraught about leaving their pets, this is a normal reaction but your distress is confusing and alarming for your dog. We have found that prolonged, drawn out goodbyes are only more stressful for the dog and family members. You have chosen us to care for your pet, we are extremely good at what we do and will take excellent care of your dog while you are away. We thank you for entrusting them to our care. Extremely nervous pet owners might consider selecting our “Stay Connected” package to receive daily text or email updates.

**Grooming Guests**— Guests checking in exclusively for Spa Services are requested to check in between 9am and 10am. Spa guests can accompany pet owners directly in since the Spa Check in process involves reviewing current hair status and changes.

**Daycare Guests**—Daycare guests can check in Monday—Friday between 7-6, Saturdays between 8-5. Daycare guests can either call ahead for curbside service or walk in with their pet owners.

**Check Out Process**

**Hotel Guests**—Check-out time is before Noon, late Check-out will incur a $25 late Check-out/day care fee. At Check-Out we will gather your pets belongings and complete paperwork then bring your pet out to greet you. Depending on the dog and other activities taking place at The Grove we may ask that we bring the dog outside to greet you either at your car or in the Hotel private courtyard.

**Grooming Guests**— Pet owners are called when their pet is ready for pick up usually between 1-4pm. If you would like to have your pet stay later we do offer 1/2 day care rates. We also offer “Express Service” if you would like your pet done by a set time. Please let us know at check in if you require “Express” or “Daycare”.

**Daycare Guests**— Most day care pick ups are between 4-6 pm, this can be a very busy time of day. We prefer to walk dogs out of the building and either pass the leash to you as we are walking out or load the dog up for you.

**Privacy & Stress Reduction**

To minimize stress to our guests we request that you do not wander around the kennel and please supervise children in your care. You are welcome to schedule a kennel tour but at the time of Check-in or Check-out, we prefer that you allow staff to escort your dog to and from the boarding suites. Many of our guests are not comfortable with strangers coming and going through their suites. Please refrain from peeping over fences or lifting children up and over fences. Strangers peeping in windows or over fences is very frightening and stressful to our guests.
Vaccines
All dogs must be current on DHPP, Rabies and Bordetella/Kennel Cough. We request that vaccine records are faxed ahead of your reservation directly from your veterinarian. It is best that vaccines are completed at least one week prior to your reservation.

Food
It is best that no radical changes in diet occur while your dog is our guest. Please bring your dogs’ food clearly labeled in either zip lock bags or original packaging. We do have a freezer, microwave and refrigerator. We are capable of accommodating raw, homemade or commercial diets at no extra fees. Feel free to pack along a chew bone or treats with instructions. We also have bones available for purchase. We do not allow rawhides due to their potential dangers.

Bedding
We have raised hammock style beds available and you are welcome to bring a favorite blankey from home. We prefer to not have large overstuffed foam beds but would recommend a large bath towel from home to place on top of the provided bed or an old t-shirt worn by Mom or Dad the day before is a great way for your scent to accompany your dog & providing a great comfort to your pet. All dogs are walked around the property and many participate in daycamp and retire back to their suites happy and yes, dirty. Please keep in mind that is better for us to have bedding that we can easily spray off or pack up, this helps us provide a cleaner facility. Crates are allowed if that provides a safer feeling for your pet.

Reservations/Cancellation Policy
Reservations are required for all services. Boarding reservations require a $25 non-refundable deposit to hold dates. 48 hours cancellation policy for all services: Boarding reservations without notice will be charged for 2 nights stay, Daycare and Grooming cancellation fee is $25. When you check in your pet for boarding/hotel stays you will verify your check out date, early pick ups are allowed but the entire stay will be billed.

Fees
All fees are due at Check-out. We prefer Cash or Check. We do accept credit cards and charge a $3 CC Fee.

Hours
Monday –Friday 7am to 6pm, Saturday 8am-5pm and our lobby is closed on Sundays.

Etiquette
Our Resort is a home away from home for our guests and is indeed home to the owners of Friendly Grove Resort. We appreciate and love each of our guests equally and request that you respect the other dogs, people and nature which we love about our resort.

Driveway—We walk dogs all over our 30 acre resort and often we cross the main driveway, please drive slowly and carefully. We also have several furry creatures including deer and coyote who make their home on the resort property and they don’t wait for cars.

Lobby—We have a small intimate lobby, we need to communicate with our pet owners please wait your turn and be respectful of other pet owners.

Property—We understand that it is tempting to wonder around, but we have a technician out on property with a client from sunup to sundown. Sometimes we have dogs off leash or are walking dogs that don’t like strangers. Please refrain from wondering or walking trails. Our fields, trails and ponds are exclusively for guest use accompanied by a technician. Bicycles and scooters are not allowed on the property.
Primary Owner’s Name: ____________________________________________________________

Home Tele: ___________________________ Cell: ________________________________

Mailing Address: ________________________________ City & Zip: __________________

Email Address: _______________________________________________________________

Employer & Tele#: ____________________________________________________________

Secondary Owner’s Name: __________________________ Telephone: __________________

Name of General Practice Vet: __________________________ Telephone: ________________

Specialty Vet: ________________________________ Telephone: ______________________

Emergency Contact: ________________________________ Telephone: ________________

Authorized Individuals to Pick up: _____________________________________________

___________________________________________________________________________

How did you hear of us ?: ______________________________________________________

Has your Pet been boarded/attended daycare/ been Groomed before: ________________

If Yes, Where: __________________________________________________________________

How was that experience for you and your pet?: ________________________________________________________________________________

_____________________________________________________________________________
Boarding, Daycare and Grooming Agreement:

This is an agreement between Friendly Grove Resort for Dogs LLC (Kennel), Friendly Grove (Kennel) and Pet Owner (Owner) whose signature appears below.

1. Owner agrees to pay the rate in effect the date pet is checked into kennel.
2. Owner agrees to pay for grooming services performed.
3. The kennel will endeavor to accept only healthy animals. However, if the pet becomes ill or its health require it, the kennel reserve the sole discretion to engage veterinarian services, administer medications or give other required attention. The expenses thereof will be paid by the Owner.
4. The kennel shall exercise reasonable care and protection for the pet, however pets boarded, groomed and day campers in the kennel are done so at the sole risk of the Owner.
5. Dogs will go walks on a leash with a collar and may interact with other dogs, the owner is aware that both activities contain risks such as but not limited to injury, escape or death.
6. All charges incurred by owner shall be payable upon pick up of pet. An estimate of costs will be payable at check in but final charges due at check out.
7. The owner specifically represent to Kennel that pet has not been exposed to rabies or distemper or kennel cough within a thirty day period prior to boarding, grooming or daycare.
8. Late pick ups after regular business hours will be charged $25 for each hour past closing hour.
9. 48 hour cancellation notice and early pick up notice for reservations is necessary, although you are welcome to pick up your pet early if you have not given proper cancellation notice you will be charged for the entire reserved stay. Failure to give proper cancellation will result in minimum 2 night charge for boarding, $25 fee for daycamp and boarding.
10. By signing this agreement and leaving his/her pet with Kennel, owner certifies to the accuracy of all information given about their pet.
11. Controversy, claim, breach or alleged negligence to this agreement by either party shall be settled by arbitration in accordance with the rules of the American Arbitration Association. The arbitrator shall determine any awards, including reasonable attorney fees, to the prevailing party.

Owner Signature: ___________________________ Date: ___________________________

Friendly Grove Staff: ___________________________

____________________________

Emergency Medical Release

I/We, the owners and pet parent of: ___________________________ understand that there are inherent risks to bringing my/our dog to daycare, boarding and grooming. In the event of injury and/or illness. I/we hereby give consent to Friendly Grove Resort for Dogs LLC and it’s employees to act on my/our behalf, in the event that we cannot be contacted, to transport my pet(s) to the veterinarian of their choosing to authorize and/or refuse any necessary medical treatment while under the care of aforementioned. I/We understand that I/We will be responsible for any and all costs incurred for such treatment.

Owner: ___________________________ Date: ___________________________

Owner: ___________________________ Date: ___________________________
Pet Profile
Please complete one profile for each pet

Name of Dog: ___________________________ DOB: _______ Age: ________________

Breed: ___________________ Color/Markings: _______________ Sex: ______ Fixed: ______

Health History:

<table>
<thead>
<tr>
<th>___ Respiratory/Flu</th>
<th>___ Seizures/Epileptic</th>
<th>___ Urinary</th>
<th>___ Food Allergies</th>
</tr>
</thead>
<tbody>
<tr>
<td>___ Heart</td>
<td>___ Eye Problems</td>
<td>___ Stomach</td>
<td>___ Inhalant Allergies</td>
</tr>
<tr>
<td>___ Diabetes</td>
<td>___ Vaccinosis</td>
<td>___ Freq. Stool Issues</td>
<td>___ Medication Allergies</td>
</tr>
<tr>
<td>___ Ticks/Lyme</td>
<td>___ Skin</td>
<td>___ Deaf</td>
<td>___ Other Allergies</td>
</tr>
</tbody>
</table>

Health Notes/Current Medications:

Behavior History:

<table>
<thead>
<tr>
<th>___ Chews</th>
<th>___ Digs</th>
<th>___ Climbs Fences</th>
<th>___ Human Aggression</th>
</tr>
</thead>
<tbody>
<tr>
<td>___ Eats Objects</td>
<td>___ Escape Artist</td>
<td>___ Bolt/Not Come</td>
<td>___ Dog Aggression</td>
</tr>
<tr>
<td>___ Licks Self</td>
<td>___ Backs out of Collar</td>
<td>___ Puller</td>
<td>___ Food Aggression</td>
</tr>
<tr>
<td>___ Anxiety</td>
<td>___ Sensitive areas on body</td>
<td>___ React to nail trims</td>
<td>___ Toy Aggression</td>
</tr>
</tbody>
</table>

Behavior Notes:

Dietary Considerations:

Type of Food Fed:  Kibble  or  Raw  or  Homemade Cooked  or  Combo

Brand of Food: ____________________________

Frequency and Amount: ____________________________

Notes:

Please feel free to attach additional information that is necessary for us to know about your pet.